

USPS Monthly PRC Report for May 2018

The Postal Regulatory Commission referred 35 inquiries to the Postal Service in May 2018. Customers received responses on average within 6 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 24 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 9– i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 2 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Tracking Letters and Flats

IMb Tracing allows mailers to uniquely identify and receive mail processing data for outgoing mail and incoming reply mailpieces. It provides mailers with information about automation-compatible letters and flats for First-Class Mail®, Standard Mail®, and Periodicals mail. Data includes the date, time, location and sort operation of a mailpiece processed at a Postal Service facility. IMb Tracing requires that mailers utilize Intelligent Mail™ barcodes (IMb) on the front of mailpieces.

A mailer's proper application of these barcodes allows the Postal Service to generate IMb Tracing scan data and distribute this data to the mailer. IMb Tracing provides two types of service: Destination IMb Tracing and Origin IMb Tracing.

